

**ADVANCED GCE**  
**INFORMATION AND COMMUNICATION TECHNOLOGY**

**2517**

ICT Systems and Systems Management

**WEDNESDAY 23 JANUARY 2008**

Morning

Time: 1 hour 30 minutes

Candidates answer on the question paper

**Additional materials:** No additional materials are required



Candidate Forename

Candidate Surname

Centre Number

Candidate Number

**INSTRUCTIONS TO CANDIDATES**

- Write your name in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Do **not** write outside the box bordering each page.
- Write your answer to each question in the space provided.
- Additional answer space is available on the lined pages at the back of this booklet. Answers on these pages **must** be clearly numbered.

**INFORMATION FOR CANDIDATES**

- The number of marks for each question is given in brackets [ ] at the end of each question or part question.
- The total number of marks for this paper is **90**, of which 4 marks are allocated to the assessment of the quality of written communication where an answer requires a piece of extended writing.
- No marks will be awarded for using brand names of software packages or hardware.

FOR EXAMINER'S USE		
1		18
2		31
3		16
4		12
5		9
<b>QWC</b>		4
<b>TOTAL</b>		<b>90</b>

This document consists of **16** printed pages, **2** lined pages and **2** blank pages.



(ii) strategic planning .....

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(c) Describe **one** type of internal resource of the agency.

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(d) The travel agency employees work with computers.

(i) Describe **two** health problems related to working with ICT.

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(ii) Describe **two** safety problems related to working with ICT.

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(e) The travel agency uses an integrated office system.

Describe how the agency could use an integrated office system.

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2 (a) Each of the computers in the travel agency is linked using network interface cards (NIC) to a computer which acts as a server.

(i) Describe the purpose of a NIC.

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(ii) Describe the purpose of the server.

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- (d) The agency wishes to have touch screens in the shops that can be used by the customers to choose flights and holidays.

Part of the project will be to design the user interface.

- (i) Describe the contents of the design specification.

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- (ii) Explain the reasons for having an effective design for the human-computer interface.

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**(iii)** Describe how the technique of prototyping would help in designing this interface.

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**(iv)** Describe **one** process modelling technique and **one** data modelling technique.

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**3** A new holiday booking system is to be created.

The project manager must decide whether to have a custom-written solution or use off-the-shelf software.

**(a) (i)** Describe custom-written software.

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**(ii)** Describe off-the-shelf software.

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**(b)** Explain the benefits of using off-the-shelf software for the new holiday booking system.

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(c) The project manager will be deciding on a method of installation for the new system.

Describe **two** different installation methods.

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(d) The system will need to be reviewed.

Explain the role of a review.

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4 The successful travel agency is taken over by an international company with a head office abroad.

(a) Describe the impact of this external change on

(i) the travel agency staff

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(ii) the system the travel agency uses.

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(b) Describe factors which the new company must consider when managing this change.

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(c) Representatives are sent to inspect hotels.

They are able to keep in touch with their head office using a nomadic network.

Describe the characteristics of a nomadic network.

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